Scotiabank Secure Communication

Scotiabank

Re: (Secure) OPCS20251210-4036

This message will expire after March 25, 2026 6:06:02 PM, EDT

Brendan Rose <thesulfurgod@protonmail.com>
escalatedconcerns@scotiabank.com

December 25, 2025 5:10:05 PM, EST

Thank you Amelia,

That is very helpful,

And it resolves the majority of my problem.

However I also requested that you inform me of the reason for the closure of my account,

As I cannot see anything here that explains it.

It's very puzzling to me why this was done without explaination.

I will inform the privacy commissioner that you have provided the information required for my HRTO case,

But the request for internal notes and memos detailing the reason for the account termination, remains outstanding, and I will note this to the commissioner.

Perhaps while we get that sorted out, you would able to simply tell me why the account was closed. I don't mean to be accusatory, I just wanted to know.

Thank you for the account information,

This will illuminate the issue of royalties quite effectively.

I await your response,

Have a good day, Amelia, thank you.

-Brendan Rose

From:escalatedconcerns@scotiabank.com Thu, Dec 11 2025 14:06:32 EST
To:thesulfurgod@protonmail.com

Dear Brendan Rose,

We are in receipt of your email dated December 10, 2025, sent to our office that included attachments concerning a request for statements.

Included with our email, please find all requested statements for your Preferred Package account 82172 0551686. This account was opened on March 11, 2023, and closed on April 26, 2024. We understand that you are seeking transaction records which can be found on the said statements.

Please confirm by reply email to this email (i) if your request is complete and/or kindly clarify what additional information is required and we will assist you in this process, and (ii) please further clarify if you are raising a complaint with Scotiabank, as it is unclear, and if so, our office will create a complaint file and respond to you accordingly.

In anticipation of your response.

Important: Secure emails will only be held for viewing in the Secure Email System for 90 days before automatic deletion. To prevent losing any information you wish to keep longer than the 90 day period, please save the information received on your personal computer.

Sincerely

Amelia D.

Manager

Directrice

Scotiabank | Escalated Customer Concerns Office

Banque Scotia | Bureau de traitement des plaintes transférées

44 King Street W, Toronto, Ontario, Canada M5H 1H1

44, rue King Ouest, Toronto, (Ontario), Canada M5H 1H1

English: T 416-933-1700 or 877-700-0043

escalatedconcerns@scotiabank.com

Français: T 416-933-1780 ou 877-700-0044

plaintestransferees@banquescotia.com

www.scotiabank.com| www.banquescotia.com

Scotiabank is a business name used by The Bank of Nova Scotia

Banque Scotia est un nom commercial utilisé par La Banque de Nouvelle-Écosse

This e-mail, including any attachments, is confidential and may be privileged and is for the intended recipient(s) only. If received in error, please immediately delete this email and any attachments and contact the sender. Unauthorized copying, use or disclosure of this email or its content or attachments is prohibited. View our full email disclaimer.

If you would like to stop receiving commercial electronic messages from The Bank of Nova Scotia, you can unsubscribe.

Consultez la traduction en français

Ver la traducción al español

Your email was encrypted by Scotiabank Secure Communication

© 2008-25 Echoworx All rights reserved